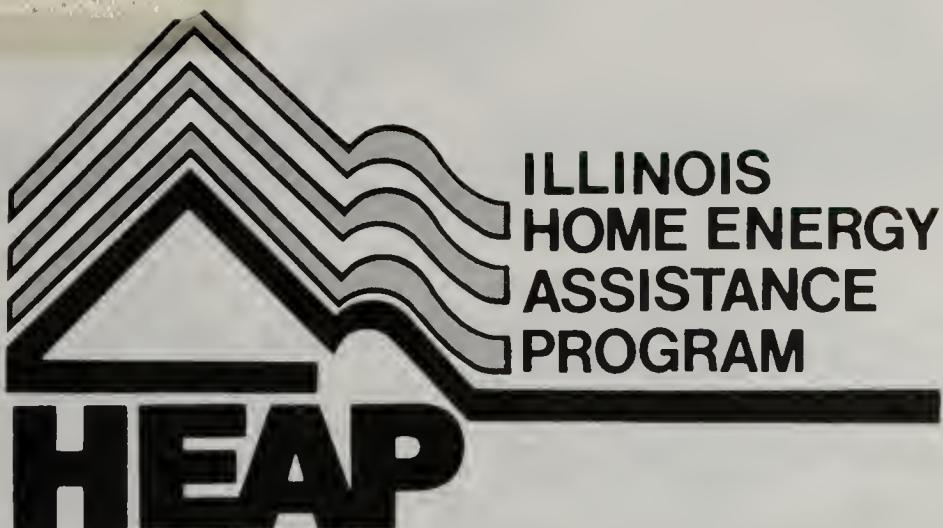


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# YOUR RIGHTS

under the  
**ILLINOIS  
HOME ENERGY  
ASSISTANCE  
PROGRAM**

ILLINOIS DOCUMENTS

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# ILLINOIS HOME ENERGY ASSISTANCE PROGRAM

The Illinois Home Energy Assistance Program is designed to help income eligible households meet the rising cost of home energy.

The amount of assistance depends on:

- the household's income and number of members;
- whether or not the household pays for its home energy costs directly or the home energy costs are included in the rent;
- the type of home energy fuel, if the household pays directly;
- the region in which the household lives.

If you apply for help under the IHEAP Program, you should receive a letter by \_\_\_\_\_ telling you if you are eligible for help and the amount of assistance available. If you are not eligible you should be told why.

You have a right to appeal this decision

*IF*

you do not receive a letter by

*OR*

you do not understand why  
you were denied help,

*OR*

you believe the payment should be higher.

BY CONTACTING:

ILLINOIS STATE LIBRARY

You may request an informal conference at the above agency within 30 days of the date of your letter.

If the informal conference does not satisfy you, you may request a formal hearing. This request must be made within 30 days of the date of your informal conference. The local agency will instruct you how to request a formal appeal.

This hearing will meet these standards:

- it will be held in a place reasonably convenient to you;
- you will have a chance to review the case file and any written evidence;
- the hearing officer will be a State employee.

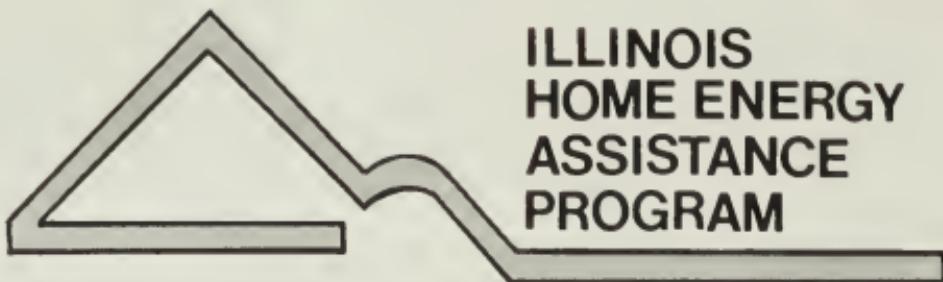
You have the right to:

- be represented or bring to the hearing a representative of your choice;
- present oral and written statements and other evidence;
- cross-examine witnesses; and/or
- bring an interpreter, if needed.

This testimony will be recorded and the decision will be based on the record.

*These Are Your Rights. If you do not understand them, please ask to have them explained.*

For More Information, Call  
Toll-Free  
(800) 252-8643



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